

### **ABSTRACT OF THE DISCLOSURE**

A computer-implemented method, including receiving a request for information regarding a vehicle problem, malfunction, or state of disrepair, regarding a vehicle, with a receiver associated with a web site, wherein the request is transmitted from a first communication device located remote from the vehicle, the receiver, and a service provider, a repair facility, and a dealer, on or over the Internet or the World Wide Web, processing the request, generating a message containing information regarding a diagnosis or repair, information regarding a provider or dealer for repairing, effecting a repair of, and paying for a repair of, the problem, malfunction, or state of disrepair, a link or a hyperlink to computer or communication device associated with the provider or dealer, and schedule or scheduling information regarding the provider or dealer, and transmitting the message to the first or second communication device associated with the user.